

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	5756	718/100-108.ccls.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2006/09/18 13:14
L2	5216904	@ad<="20010611"	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2006/09/18 13:14
L3	456	probability same (resource near5 available)	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2006/09/18 13:15
L4	21	I3 and I1	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2006/09/18 13:15
L5	12	I2 and I4	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2006/09/18 13:33
L6	3	(task near2 schedul\$3) same probability same (resource near5 available)	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2006/09/18 13:34
L7	446	(admission near3 control) same (statistic\$5 probab\$9)	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2006/09/18 13:35
L8	25	I7 and I3	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2006/09/18 13:35
L9	1	I8 and I1	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2006/09/18 13:35

File 348:EUROPEAN PATENTS 1978-2006/ 200637  
 (c) 2006 European Patent Office  
 File 349:PCT FULLTEXT 1979-2006/UB=20060907UT=20060831  
 (c) 2006 WIPO/Thomson  
 File 350:Derwent WPIX 1963-2006/UD=200658  
 (c) 2006 The Thomson Corporation

Set	Items	Description
S1	112535	PROBABIL?
S2	23796	STATISTICAL(1W)ANALYS?S
S3	88003	LIKELIHOOD OR LIKELINESS OR OUTLOOK OR OUT()LOOK
S4	962364	PROJECT????
S5	299037	PROGNOSTI? OR PREVIS? OR PRESAG? OR PROPHE? OR VATICINAT? OR ESTIMAT?
S6	234893	PREDICT???? OR FORECAST? OR FORE()(CAST??? OR TELL???) OR - FORETELL? OR EXTRAPOLAT? OR FORWARDCHAIN? OR FORWARD()CHAIN???
S7	2094685	AVAILAB? OR STATUS OR USAGE OR ACTIVITY OR TRAFFIC OR DEMA- ND OR CAPACITY
S8	281868	S7(7N)(RESOURCE? OR MACHINE?? OR PERSONNEL OR STAFF OR DEV- ICE? OR EQUIPMENT OR APPARATUS OR APP?? OR INSTUMENT? OR TOOL? ? OR APPLIANCE?)
S9	403759	S7(7N)(SYSTEM? ? OR ENGINE? ? OR COMPONENT? ? OR MODULE? ? OR UNIT OR UNITS OR ASSEMBLY? OR EMPLOYEE? ? OR WORKER? ? OR - WORKFORCE)
S10	1229	S1:S3(7N)S8:S9
S11	109	S10(7N)S4:S6
S12	209	S10(7N)(CALCULAT? OR PRECALCULAT? OR QUANTIFY? OR QUANTIFI- E?? OR QUANTIFICATION? OR DERIV??? OR DERIVATION? OR DETERMIN? OR EVALUAT?)
S13	33	S10(7N)(COMPUTE OR COMPUTES OR COMPUTED OR COMPUTING OR CO- MPUTATION?)
S14	133326	SCHEDUL? OR TIMETABL? OR TIMESCHEDUL? OR TIMEFRAME? OR TIM- ELINE? OR TIME()(TABLE? ? OR LINE? ? OR FRAME? ?)
S15	25114	S14(5N)(TASK? ? OR JOB OR JOBS OR PROCESS OR PROCESSES OR - OPERATION? ? OR ACTION? ? OR FUNCTION? ? OR ACTIVITY OR PROCE- DURE? ? OR TRANSACTION? ?)
S16	4	S11:S13(100N)S15
S17	16	S11:S13(100N)S14
S18	16	S16:S17
S19	9	S18 AND AC=US/PR AND AY=(1963:2001)/PR
S20	9	S18 AND AC=US AND AY=1963:2001
S21	9	S18 AND AC=US AND AY=(1963:2001)/PR
S22	5	S18 AND PY=1963:2001
S23	11	S19:S22

23/5,K/1 (Item 1 from file: 348)  
 DIALOG(R)File 348:EUROPEAN PATENTS  
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01450221

System and method for identifying and establishing preferred modalities or  
 channels for communications based on participants preferences and  
 contexts

Vorrichtung und Verfahren zum Identifizieren und zum Aufbauen von  
 bevorzugten Kommunikationsmodalitäten oder -kanalen basierend auf  
 Teilnehmervorzügen und-kontexten

Systeme et procede d' identification et d' etablisement de modalites ou de  
 canaux de communication preferes, bases sur des preferences et sur des  
 contextes de participants

PATENT ASSIGNEE:

MICROSOFT CORPORATION, (749866), One Microsoft Way, Redmond, WA 98052,  
 (US), (Applicant designated States: all)

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PATENT (CC, No, Kind, Date): EP 1241853 A2 020918 (Basic)  
EP 1241853 A3 031015  
APPLICATION (CC, No, Date): EP 2002000906 020115;  
PRIORITY (CC, No, Date): US 809142 010315  
DESIGNATED STATES: AT; BE; CH; CY; DE; DK; ES; FI; FR; GB; GR; IE; IT; LI;  
LU; MC; NL; PT; SE; TR  
EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI  
INTERNATIONAL PATENT CLASS (V7): H04L-029/06

ABSTRACT EP 1241853 A2

A system and method for identifying and establishing preferred modalities or channels for communications based on participants' preferences and capabilities is provided. In one approach, the system attempts to optimize the inferred or directly accessed preferences of a contactee given the accessed or inferred preferences, capabilities and goals of the contactor while keeping the rationale and context of the contactee private. Such optimization can be achieved using preferences and policies concerning handling the attempted contact based on a deterministic specification or through inferring context, content and task under uncertainty by employing decision-theoretic inferences to attempt to maximize the expected utility of the communication to the contactee. The methods may include a consideration of metadata within a standard schema that is transmitted along with a communication attempt, representing information about such attributes as the identity of the contactor, the task at hand, the overall context of the contactor, and the communication capabilities available to the contactor. The invocation of the communication service may be performed in a variety of ways, including single button invocations, and via a communication service that is more deeply integrated with other applications and functionalities. The service can also include automated rescheduling of communications based on a consideration of forecasts of availability of both the contactor and contactee.

ABSTRACT WORD COUNT: 212

NOTE:

Figure number on first page: 1

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 020918 A2 Published application without search report  
Search Report: 031015 A3 Separate publication of the search report  
Examination: 040616 A2 Date of request for examination: 20040414  
Examination: 040922 A2 Date of dispatch of the first examination  
report: 20040809

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	200238	1878
SPEC A	(English)	200238	14468
Total word count - document A			16346
Total word count - document B			0
Total word count - documents A + B			16346

...SPECIFICATION if the speechwriter is currently on the phone, then the phone may not be available. Predictions concerning the likelihood that the phone will become available can be employed by the system 200 in determining the optimal modality for the communication 210. Thus, rather than sending an email at a first point in time (e.g., while the phone is busy), the present invention may schedule a real-time phone call at a second, later point in time, when it is...

00709556

System and method for scheduling resource requests.  
System und Verfahren zum Planen von Betriebsmittelanforderungen.  
Systeme et methode pour la planification de demandes de ressources.

PATENT ASSIGNEE:

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Sisley, Elizabeth M., c/o Minnesota Mining and, Manufact. Co., 2501 Hudson Road, P.O. Box 33427, Saint Paul, Minnesota 55133-3427, (US)

LEGAL REPRESENTATIVE:

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PATENT (CC, No, Kind, Date): EP 672990 A2 950920 (Basic)  
EP 672990 A3 960522

APPLICATION (CC, No, Date): EP 95103848 950316;

PRIORITY (CC, No, Date): US 210678 940318

DESIGNATED STATES: DE; FR; GB; IT

INTERNATIONAL PATENT CLASS (V7): G06F-017/60;

ABSTRACT EP 672990 A2

A system and method for scheduling resource requests for a resource provider generate a first schedule, based on expected durations of each resource request, and a second schedule, based on longer, pessimistic durations of each resource request. A user interface simultaneously displays the first and second schedules to a system user. The first schedule provides the system user with a guide to good overall management of the resource performance. The second schedule provides the system user with a guide for making time commitments to customers with a greater degree of confidence. The system and method employ a variety of techniques including statistic probability calculations to determine expected and pessimistic durations for each resource request, and incorporate features for updating the first and second schedules in response to dynamic changes in the resource environment. (see image in original document)

ABSTRACT WORD COUNT: 157

LEGAL STATUS (Type, Pub Date, Kind, Text):

Withdrawal: 040407 A2 Date application deemed withdrawn: 20031001  
Application: 950920 A2 Published application (A1with Search Report ;A2without Search Report)  
Search Report: 960522 A3 Separate publication of the European or International search report  
Examination: 961227 A2 Date of filing of request for examination: 961025  
Examination: 990825 A2 Date of dispatch of the first examination report: 19990707

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS A	(English)	EPAB95	1597
SPEC A	(English)	EPAB95	8951
Total word count - document A			10548
Total word count - document B			0
Total word count - documents A + B			10548

...CLAIMS further comprising the step of simultaneously displaying representations of at least two of said first schedule, said second schedule, and said third schedule on a display device.

4. The method according to any one of claims 1 to...

...with one of a plurality of probability distributions for a potential duration of the respective resource request based on the type of activity associated with said respective resource request,  
- selecting a first probability level, wherein said step of determining said first potential duration for each of said resource requests includes computing a duration in...

23/5,K/4 (Item 4 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
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00578826

Automatic call back system and method of operation  
Automatisches Ruckrufsystem und Betriebsverfahren  
Systeme de rappel automatique et methode d'operation

PATENT ASSIGNEE:

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, (US), (applicant designated states:

AT;BE;CH;DE;DK;ES;FR;GB;GR;IE;IT;LI;LU;MC;NL;PT;SE)

INVENTOR:

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LEGAL REPRESENTATIVE:

Howick, Nicholas Keith et al (45951), CARPMAELS & RANSFORD 43 Bloomsbury  
Square, London WC1A 2RA, (GB)

PATENT (CC, No, Kind, Date): EP 587950 A1 940323 (Basic)

EP 587950 B1 981216

APPLICATION (CC, No, Date): EP 92308508 920918;

PRIORITY (CC, No, Date): EP 92308508 920918

DESIGNATED STATES: AT; BE; CH; DE; DK; ES; FR; GB; GR; IE; IT; LI; LU; MC;  
NL; PT; SE

INTERNATIONAL PATENT CLASS (V7): H04Q-003/62; H04M-003/50; H04M-003/48;

CITED PATENTS (EP A): EP 426361 A; EP 426361 A; US 4910766 A; US 4989233 A;  
US 4933964 A; WO 8910670 A

CITED REFERENCES (EP A):

PATENT ABSTRACTS OF JAPAN vol. 11, no. 7 (E-469)(2454) 9 January 1987;

ABSTRACT EP 587950 A1

A system and method of answering incoming calls are disclosed in which, if the resource (18)(19) desired by the caller is not then available, a robot controller (14) will inform the caller when a call back to the caller can be made. The callback time can be suggested by the robot controller (14) or the caller can request a specific callback time. The robot controller (14) ascertains and verifies the caller's call back identity and stores the number of the identity in a callback queue (11) along with such other pertinent information as the callback time, the caller's name and the required resource. At the appropriate time, the robot controller (14) removes the information from the callback queue (11), places the call and connects the desired resource (18)(19). (see image in original document)

ABSTRACT WORD COUNT: 135

LEGAL STATUS (Type, Pub Date, Kind, Text):

Lapse: 001213 B1 Date of lapse of European Patent in a  
contracting state (Country, date): AT  
19981216, BE 19981216, CH 19990322, LI  
19990322, PT 19990316,

Application: 940323 A1 Published application (A1with Search Report  
;A2without Search Report)

Lapse: 031105 B1 Date of lapse of European Patent in a  
contracting state (Country, date): AT  
19981216, BE 19981216, CH 19981216, LI  
19981216, DK 19990316, ES 19981216, GR  
19981216, NL 19981216, PT 19990316, SE  
19990316,

Lapse: 020619 B1 Date of lapse of European Patent in a contracting state (Country, date): AT 19981216, BE 19981216, CH 19981216, LI 19981216, ES 19981216, GR 19981216, PT 19990316, SE 19990316,

Lapse: 001227 B1 Date of lapse of European Patent in a contracting state (Country, date): AT 19981216, BE 19981216, CH 19981216, LI 19981216, PT 19990316,

Lapse: 010606 B1 Date of lapse of European Patent in a contracting state (Country, date): AT 19981216, BE 19981216, CH 19981216, LI 19981216, GR 19981216, PT 19990316, SE 19990316,

Lapse: 030212 B1 Date of lapse of European Patent in a contracting state (Country, date): AT 19981216, BE 19981216, CH 19981216, LI 19981216, ES 19981216, GR 19981216, NL 19981216, PT 19990316, SE 19990316,

Examination: 941026 A1 Date of filing of request for examination: 940826

Examination: 970402 A1 Date of despatch of first examination report: 970214

Grant: 981216 B1 Granted patent

Lapse: 990811 B1 Date of lapse of European Patent in a contracting state (Country, date): BE 19981216, PT 19990316,

Lapse: 990825 B1 Date of lapse of European Patent in a contracting state (Country, date): AT 19981216, BE 19981216, PT 19990316,

Oppn None: 991208 B1 No opposition filed: 19990917

LANGUAGE (Publication,Procedural,Application): English; English; English  
FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
CLAIMS B	(English)	9851	1120
CLAIMS B	(German)	9851	935
CLAIMS B	(French)	9851	1244
SPEC B	(English)	9851	3914
Total word count - document A			0
Total word count - document B			7213
Total word count - documents A + B			7213

...CLAIMS in claim 1 wherein said call back time ascertaining means (14) further includes means for determining the statistical probability that a resource (19) will be available when said call is completed to said ascertained call back identity.

6. The system (10...

...means (16) for receiving ANI information from said incoming calls.

8. A system (10) for scheduling the subsequent transfer of information from calls incoming to a communication facility from calling communications...

23/5,K/6 (Item 2 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00941467 \*\*Image available\*\*

CHANNELS IDENTIFICATION METHOD BASED ON COMMUNICATION PARTICIPANTS' PREFERENCES

SYSTEME ET PROCEDE PERMETTANT D'IDENTIFIER ET D'ETABLIR DES MODALITES OU CANAUX PREFERES POUR DES COMMUNICATIONS FONDEES SUR LES PREFERENCES ET CONTEXTES DES PARTICIPANTS

Patent Applicant/Assignee:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200275495 A2-A3 20020926 (WO 0275495)

Application: WO 2002US7894 20020315 (PCT/WO US0207894)

Priority Application: US 2001809142 20010315; US 2001982306 20011017

Designated States:

(Protection type is "patent" unless otherwise stated - for applications  
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ  
EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR  
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI  
SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class (v7): G06F-015/16

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 19156

English Abstract

A system that attempts to optimize inferred or directly accessed preferences of a contactee (130) given the inferred or accessed preferences, capabilities and goals of the contactor (120) while keeping the rationale and context of the contactee private. Such optimization can be achieved using preferences and policies concerning handling the attempted contact based on a deterministic specification or through inferring context, content and task under uncertainty of the communication to the contactee (130). The method may include a consideration attempt of metadata within a standard schema that is transmitted along with a communication attempt, representing information about such attributes as the identity of the contactor (120), the task at hand, the overall context of the contactor (120); and the communication capabilities available to the contactor (120).

French Abstract

L'invention concerne un systeme et un procede permettant d'identifier et d'etablir des modalites ou des canaux preferes pour des communications fondees sur les preferences et possibilites des participants. Dans un mode de realisation de la presente invention, le systeme tente d'optimiser les preferences inferrees ou directement accessibles de la personne contactee, en fonction des preferences, possibilites et objectifs inferres ou accessibles de la personne contactante sans reveler les motifs ni le contexte de la personne contactee. Il est possible de parvenir a une telle optimisation en se servant de preferences et regles d'action relatives a la gestion de la tentative d'appel et fondees sur une specification deterministique, ou en inferant un contexte, une tache et un contenu incertains au moyen d'inferences theoriques de decision, pour tenter de maximaliser l'utilite escomptee de la communication avec la personne contactee. Les procedes peuvent prendre en compte des metadonnees faisant partie d'un schema standard transmis lors d'une tentative de communication et constituant des informations relatives a des caracteristiques telles que l'identite de la personne contactante, la tache en cours, le contexte general de la personne contactante et les possibilites de communication dont elle dispose. Il est possible

d'invoquer le systeme de communication de differentes manieres, y compris au moyen de boutons uniques, et par l'intermediaire d'un service de communication integre plus profondement a d'autres applications et fonctionnalites. Le service peut egalement comporter une reprogrammation automatique des communications basee sur une prise en compte de previsions concernant la disponibilite non seulement de la personne contactante mais aussi de la personne contactee.

Legal Status (Type, Date, Text)

Publication 20020926 A2 Without international search report and to be republished upon receipt of that report.

Search Rpt 20030424 Late publication of international search report

Republication 20030424 A3 With international search report.

Fulltext Availability:

Detailed Description

Detailed Description

... if the speechwriter is currently on the phone, then the phone may not be available. Predictions concerning the likelihood that the phone will become available can be employed by the system 200 in determining the optimal modality for the communication 210. Thus, rather than sending an email at...

...first point in time (e.g., while the phone is busy), the present invention may schedule a real-time phone call at a second, later point in time, when it is...

23/5,K/7 (Item 3 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00904203

SUPPLY CHAIN DEMAND FORECASTING AND PLANNING

PREVISION ET PLANIFICATION D'UNE PRODUCTION-DISTRIBUTION AXEE SUR LA DEMANDE CLIENT

Patent Applicant/Assignee:

MANUGISTICS INC, 2115 East Jefferson Street, Rockville, MD 20852-4999, US  
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Inventor(s):

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Legal Representative:

CROWSON Celine Jimenez (et al) (agent), Hogan & Hartson L.L.P., 555  
Thirteenth Street, N.W., Washington, DC 20004-1109, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200237376 A1 20020510 (WO 0237376)

Application: WO 2001US42824 20011029 (PCT/WO US0142824)

Priority Application: US 2000243425 20001027

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ  
EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR  
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI  
SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class (v7): G06F-017/60

Publication Language: English



Filing Language: English  
Fulltext Availability:  
Detailed Description  
Claims  
Fulltext Word Count: 12121

#### English Abstract

Disclosed herein are systems and methods for demand forecasting that enable multiple-scenario comparisons and analyses by letting users create forecasts from multiple history streams (for example, shipments data, point-of-sale data, customer order data, return data, etc.) with various alternative forecast algorithm theories. The multiple model framework of the present invention enables users to compare statistical algorithms paired with various history streams (collectively referred to as "models") so as to run various simulations and evaluate which model will provide the best forecast for a particular product in a given market. Once the user has decided upon which model it will use, it can publish forecast information provided by that model for use by its organization (such as by a downstream supply planning program). Embodiments of the present invention provide a system and method whereby appropriate demand responses can be dynamically forecasted whenever given events occur, such as when a competitor lowers the price on a particular product (such as for a promotion), or when the user's company is launching new sales and marketing campaigns. Preferred embodiments of the present invention use an automatic tuning feature to assist users in determining optimal parameter settings for a given forecasting algorithm to produce the best possible forecasting model.

#### French Abstract

L'invention concerne des systemes et des procedes de prevision de demandes qui permettent a un usager d'effectuer des comparaisons et des analyses selon differents scenarios, en creant des previsions a partir de plusieurs sources de donnees historiques (telles que des donnees d'expedition, des donnees de point de vente, des donnees de commande de clients, des donnees de retour sur ventes, etc.) en utilisant diverses theories de prevision concurrente fondees sur des algorithmes. Le cadre de modeles multiples de l'invention permet a des usagers de comparer des algorithmes statistiques apparies a diverses sources de donnees historiques (appelees collectivement "modeles") de facon a conduire diverses simulations et a determiner quel modele presente la meilleure prevision pour un produit particulier sur un marche donne. Une fois que l'usager a opte pour un modele, il peut publier des informations previsionnelles, tirees de ce modele, destinees a etre utilisees par son organisation (par exemple, par un programme de planification d'approvisionnement en aval). Des formes de realisation de l'invention presentent un systeme et un procede grace auxquels des reponses previsionnelles appropriees a des demandes peuvent etre donnees de facon dynamique chaque fois que des evenements donnees surviennent, comme lorsqu'un concurrent baisse le prix d'un produit particulier (dans le cadre d'une promotion, par exemple), ou lorsque l'entreprise de l'usager demarre de nouvelles campagnes de vente et de marketing. Des formes de realisation preferrees de l'invention mettent en oeuvre un element d'affinage qui aide les usagers a determiner une mise en place optimale des parametres pour un algorithme de prevision donne, afin de produire le meilleur modele previsionnel possible.

#### Legal Status (Type, Date, Text)

Publication 20020510 A1 with international search report.  
Examination 20021114 Request for preliminary examination prior to end of 19th month from priority date

Fulltext Availability:  
Detailed Description

Detailed Description

... No. 6,138,103 to

Cheng et al. discloses a decision-making method for

4

predicting uncertain demand . The Cheng system uses a matrix to represent potential demand scenarios and their relative probabilities of occurring, and these matrices are then used to calculate a production-planning schedule based upon the most probable outcome of the uncertain demand. Cheng, like Milne, fails to...

File 348:EUROPEAN PATENTS 1978-2006 (c) 2006 European Patent Office

File 349:PCT FULLTEXT 1979-2006 (c) 2006 WIPO/Thomson

File 350:Derwent WPIX 1963-2006 (c) 2006 The Thomson Corporation

Set	Items	Description
S1	112497	PROBABIL?
S2	23789	STATISTICAL(1W)ANALYS?S
S3	87970	LIKELIHOOD OR LIKELINESS OR OUTLOOK OR OUT()LOOK
S4	962157	PROJECT????
S5	298935	PROGNOSTI? OR PREVIS? OR PRESAG? OR PROPHE? OR VATICINAT? OR ESTIMAT?
S6	234815	PREDICT???? OR FORECAST? OR FORE()(CAST??? OR TELL???) OR - FORETELL? OR EXTRAPOLAT? OR FORWARDCHAIN? OR FORWARD()CHAIN???
S7	2094143	AVAILAB? OR STATUS OR USAGE OR ACTIVITY OR TRAFFIC OR DEMA- ND OR CAPACITY
S8	5762	S7(5N)S4
S9	28313	S7(5N)S5:S6
S10	253255	S7(5N)(CALCULAT? OR PRECALCULAT? OR QUANTIFY? OR QUANTIFIE- ?? OR QUANTIFICATION? OR DERIV? OR COMPUT??? OR DETERMIN? OR - EVALUAT?)
S11	133283	SCHEDUL? OR TIMETABL? OR TIMESCHEDUL? OR TIMEFRAME? OR TIM- ELINE? OR TIME()(TABLE? ? OR LINE? ? OR FRAME? ?)
S12	24400	S11(5N)(TASK? ? OR JOB OR JOBS OR PROCESS OR PROCESSES OR - OPERATION? ? OR ACTION? ? OR FUNCTION? ? OR ACTIVITY OR PROCE- DURE? ?)
S13	3041	S7(5N)TRANSACTIONS
S14	2409	S1:S3(25N)(S13 OR S8:S10)
S15	28	S14(100N)S12
S16	17	S15 AND AC=US/PR AND AY=(1963:2001)/PR
S17	17	S15 AND AC=US AND AY=1963:2001
S18	17	S15 AND AC=US AND AY=(1963:2001)/PR
S19	14	S15 AND PY=1963:2001
S20	18	S16:S19
S21	51	S14(25N)S11
S22	26	S21 AND AC=US/PR AND AY=(1963:2001)/PR
S23	27	S21 AND AC=US AND AY=1963:2001
S24	27	S21 AND AC=US AND AY=(1963:2001)/PR
S25	15	S21 AND PY=1963:2001
S26	14	S22:S25 NOT S15

? t20/5,k/3-6,11,13

20/5,K/3 (Item 3 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
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00709556

System and method for scheduling resource requests.  
System und Verfahren zum Planen von Betriebsmittelanforderungen.  
Systeme et methode pour la planification de demandes de ressources.

PATENT ASSIGNEE:

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33427, St. Paul, Minnesota 55133-3427, (US), (applicant designated  
states: DE;FR;GB;IT)

INVENTOR:

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LEGAL REPRESENTATIVE:

Hilleringmann, Jochen, Dipl.-Ing. et al (60352), Patentanwälte von  
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Köln, (DE)

PATENT (CC, No, Kind, Date): EP 672990 A2 950920 (Basic)  
EP 672990 A3 960522

APPLICATION (CC, No, Date): EP 95103848 950316;

PRIORITY (CC, No, Date): US 210678 940318

DESIGNATED STATES: DE; FR; GB; IT

INTERNATIONAL PATENT CLASS (V7): G06F-017/60;

ABSTRACT EP 672990 A2

A system and method for scheduling resource requests for a resource provider generate a first schedule, based on expected durations of each resource request, and a second schedule, based on longer, pessimistic durations of each resource request. A user interface simultaneously displays the first and second schedules to a system user. The first schedule provides the system user with a guide to good overall management of the resource performance. The second schedule provides the system user with a guide for making time commitments to customers with a greater degree of confidence. The system and method employ a variety of techniques including statistic probability calculations to determine expected and pessimistic durations for each resource request, and incorporate features for updating the first and second schedules in response to dynamic changes in the resource environment. (see image in original document)

ABSTRACT WORD COUNT: 157

LEGAL STATUS (Type, Pub Date, Kind, Text):

Withdrawal: 040407 A2 Date application deemed withdrawn: 20031001

Application: 950920 A2 Published application (A1with Search Report  
;A2without Search Report)

Search Report: 960522 A3 Separate publication of the European or  
International search report

Examination: 961227 A2 Date of filing of request for examination:  
961025

Examination: 990825 A2 Date of dispatch of the first examination  
report: 19990707

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

Available Text	Language	Update	Word Count
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CLAIMS A	(English)	EPAB95	1597
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SPEC A	(English)	EPAB95	8951
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Total word count - document A	10548
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Total word count - document B	0
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Total word count - documents A + B 10548

...SPECIFICATION 0.5, but may be selected because it gives the best overall estimate for the schedule. The operation of the scheduler module 22 in generating an expected schedule based on mean durations and a pessimistic schedule based on probability levels is illustrated in the flow diagram shown in Fig. 5.

The scheduler module 22 first determines the type of service activity associated with each oil the service calls, as indicated by block 82, and matches the respective call with a corresponding probability distribution, as indicated by block 84. Again, the probability distributions may be further differentiated according...

20/5,K/4 (Item 4 from file: 348)  
DIALOG(R)File 348:EUROPEAN PATENTS  
(c) 2006 European Patent Office. All rts. reserv.

00563989

Artificially intelligent traffic modelling and prediction system  
Verkehrsmodellierungs- und Vorhersagesystem mit kunstlicher Intelligenz  
Systeme de modelisation et de prediction du trafic utilisant l'intelligence artificielle

PATENT ASSIGNEE:

INVENTIO AG, (249800), Seestrasse 55, CH-6052 Hergiswil NW, (CH),  
(applicant designated states: CH;DE;FR;GB;LI)

INVENTOR:

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EH54 7DF, (GB)

PATENT (CC, No, Kind, Date): EP 565864 A1 931020 (Basic)  
EP 565864 B1 960522

APPLICATION (CC, No, Date): EP 93103914 930311;

PRIORITY (CC, No, Date): GB 9208466 920416

DESIGNATED STATES: CH; DE; FR; GB; LI

INTERNATIONAL PATENT CLASS (V7): B66B-001/20;

CITED PATENTS (EP A): GB 2237663 A; EP 348152 A; GB 2245997 A

CITED REFERENCES (EP A):

MECHATRONICS vol. 2, no. 1, February 1992, OXFORD, GREAT BRITAIN pages 89  
- 99 , XP000243280 SEPPO J. OVASKA 'electronics and information  
technology in high-range elevator systems'

PATENT ABSTRACTS OF JAPAN vol. 15, no. 57 (M-1080)12 February 1991;

ABSTRACT EP 565864 A1

This system represents an application of neural networks (NN1...NNm) to building traffic in elevator groups. Three neural network based traffic models (TM1,TM2,TM3) are provided to model, learn and predict passenger arrival rates (PAR) and passenger destination probabilities (PDP). Placed in a building, the models learn the traffic occurring by presenting their neural networks (NN1,NN2,NN3) with traffic data previously stored which is time at their inputs and arrival rates or car call distributions at their outputs. The neural networks (NN1,NN2,NN3) then adjust their internal structure to make historic predictions on data of the last day and realtime predictions on data of the last 10 minutes which are both combined in the combination circuit (11) to give optimum predictions. From every set of historic car calls and optimum arrival rates a matrix (7) is constructed, whose entries (8) represent the number of passengers behind a hall call with the same intended destination. The traffic predictions are used separately or in combination, by group control to improve cost computation and car allocation, thereby reducing the travelling and waiting times of current and future passengers. (see image in original document)

ABSTRACT WORD COUNT: 188

LEGAL STATUS (Type, Pub Date, Kind, Text):

Application: 931020 A1 Published application (A1with Search Report

Examination: 940518 A1 ;A2without Search Report)  
 Date of filing of request for examination:  
 940318  
 Examination: 950823 A1 Date of despatch of first examination report:  
 950711  
 Grant: 960522 B1 Granted patent  
 Oppn None: 970521 B1 No opposition filed  
 LANGUAGE (Publication,Procedural,Application): English; English; English  
 FULLTEXT AVAILABILITY:  
 Available Text Language Update Word Count  
 CLAIMS A (English) EPABF1 515  
 SPEC A (English) EPABF1 3364  
 Total word count - document A 3879  
 Total word count - document B 0  
 Total word count - documents A + B 3879

...SPECIFICATION current traffic predictions,  
 Figure 6 is a simplified logic flow diagram of the  
 model training schedule, which illustrates the operations carried out  
 to update the models with new traffic data, and  
 Figure 7 is a...

...passenger arrival rates for each floor and direction throughout the day  
 and the passenger destination probability (i.e. the car call  
 distribution) for each floor throughout the day.  
 Of particular interest are the operations which involve traffic  
 modelling and prediction. Three major operations are performed in this  
 respect:  
 - Short-term storage, forming and long-term...

20/5,K/5 (Item 1 from file: 349)  
 DIALOG(R)File 349:PCT FULLTEXT  
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00949217 \*\*Image available\*\*  
 PERFORMING PREDICTIVE MAINTENANCE ON EQUIPMENT  
 EXECUTION DE MAINTENANCE PREDICTIVE SUR UN EQUIPEMENT  
 Patent Applicant/Assignee:  
 ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US  
 (Residence), US (Nationality)  
 Inventor(s):  
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 Legal Representative:  
 RICHARDS Marc V (agent), Brinks Hofer Gilson & Lione, P.O. Box 10087,  
 Chicago, IL 60610, US,  
 Patent and Priority Information (Country, Number, Date):  
 Patent: WO 200282710 A2-A3 20021017 (WO 0282710)  
 Application: WO 2002US9303 20020321 (PCT/WO US0209303)  
 Priority Application: US 2001825633 20010403  
 Designated States:  
 (Protection type is "patent" unless otherwise stated - for applications  
 prior to 2004)  
 AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ  
 EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR  
 LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI  
 SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW  
 (EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR  
 (OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG  
 (AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW  
 (EA) AM AZ BY KG KZ MD RU TJ TM  
 Main International Patent Class (v7): G06F-019/00  
 Publication Language: English  
 Filing Language: English  
 Fulltext Availability:

Detailed Description  
Claims  
Fulltext Word Count: 9608

English Abstract

A data processing system (44) stores a first database (26) of component data on components of an equipment. The data processing system (44) stores a second database (28) of maintenance personnel associated with corresponding qualifications. The data processing system (44) associates at least one predictive maintenance factor (for a component) with the corresponding component data. A scheduler (40) schedules maintenance for a maintenance time period for at least one of the components based on the first database (26), the second database (28), the associated predictive maintenance factor, and an elapsed time with respect to an installation date of at least one component. The predictive maintenance factor may be defined by one or more of the following: a longevity estimate, a probability of failure, a financial estimate on maintenance of a component.

French Abstract

L'invention concerne un systeme de traitement de donnees (44) stockant une premiere base de donnees (26) relatives a des composants d'un equipement. Le systeme de traitement de donnees (44) stocke une seconde base de donnees (28) de personnel de maintenance associe a ses qualifications correspondantes. Le systeme de traitement de donnees (44) associe au moins un facteur de maintenance predictif (pour un composant) aux donnees relatives au composant correspondantes. Un programmeur (40) programme la maintenance pour une periode de maintenance destinee a au moins un des composants, en fonction de la premiere base de donnees (26), de la seconde base de donnees (28), du facteur de maintenance predictif associe et d'un certain temps ecoule par rapport a la date d'installation d'au moins un composant. Le facteur de maintenance predictif peut etre defini par un ou plusieurs criteres suivants: une estimation de longevite, une probabilite de defaillance, une estimation financiere concernant la maintenance d'un composant.

Legal Status (Type, Date, Text)

Publication 20021017 A2 without international search report and to be republished upon receipt of that report.  
Search Rpt 20021212 Late publication of international search report  
Republication 20021212 A3 with international search report.  
Republication 20021212 A3 Before the expiration of the time limit for amending the claims and to be republished in the event of the receipt of amendments.  
Examination 20030103 Request for preliminary examination prior to end of 19th month from priority date

Fulltext Availability:

Detailed Description

Detailed Description

... a predictive maintenance controller 336 uses at least one of the longevity estimate and the probability of failure to tentatively schedule a proposed activity or a proposed plan of predictive maintenance. The financial  
31  
analyzer 236 analyzes the proposed plan under a cost-benefit analysis...

20/5,K/6 (Item 2 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00874831 \*\*Image available\*\*

METHOD AND APPARATUS FOR OPTIMAL FITTING ACTIVITIES INTO CUSTOMER IDLE TIME

**PROCEDE ET APPAREIL POUR ACTIVITES D'AJUSTEMENT OPTIMAL DANS DES PERIODES DE CONSOMMATION AU RALENTI**

Patent Applicant/Assignee:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200208931 A1 20020131 (WO 0208931)

Application: WO 2001US41171 20010627 (PCT/WO US0141171)

Priority Application: US 2000624577 20000724

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AU CA JP

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

Main International Patent Class (v7): G06F-015/173

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 9252

**English Abstract**

Apparatus and method for presenting to a consumer various forms of information during periods where the consumer is idle. A signal indicating the start of idle time (2) is used to trigger the presentation to the consumer of various offers. This is done in a series of interactions between a computer interface and the consumer. The interactions are planned based on previously acquired information about the consumer, the current transaction, the venue of the transaction, the time of day, the date of the transaction, and the estimated time available. The method enables the apparatus to use information about the consumer and the system to select and present activities (6, 12, 16) to the consumer. The accumulated information about the consumer's transactions are analyzed and are used to improve the efficiency of the consumer's interaction with the system in the same or similar venues.

**French Abstract**

L'invention porte sur un appareil et un procede correspondant permettant de presenter a un consommateur des formes variees d'informations (produit, marque) dans des periodes de consommation au ralenti. Un signal indiquant le debut de la periode au ralenti (2) est utilise pour declencher la presentation au consommateur de differentes offres. Ceci s'effectue dans une serie d'interactions entre une interface informatique et un consommateur. Les interactions sont planifiees en fonction des informations anterieurement acquises concernant le consommateur, la transaction courante, le lieu de la transaction, l'heure du jour, la date de transaction et le temps estime disponible. Ce procede permet a l'appareil d'utiliser des informations concernant le consommateur et au systeme de selectionner et presenter des activites (6, 12, 16) au consommateur. Les informations accumulees concernant les transactions du consommateur sont analysees et utilisees pour ameliorer l'efficacite de l'interaction du client avec le systeme dans des lieux de presentation identiques.

Legal Status (Type, Date, Text)

Publication 20020131 A1 With international search report.

Examination 20030213 Request for preliminary examination prior to end of 19th month from priority date



Fulltext Availability:  
Detailed Description

Detailed Description

... case expected activity time would be the same as the previous example but the gamma probability distribution would have much higher values due to the longer time such an activity would take.

Then each activity would have its time-value calculated by multiplying the activity value by the probability of completion of that activity (from the anonymous profile), and dividing that product by the...

...of merit is selected as the first candidate activity.

17

The candidate activity's probability distribution and the idle time probability distribution would be evaluated to calculate the probability that the activity would complete within the idle time. If this probability met the percent on time completion criteria, the activity would be scheduled. Otherwise, activities would be evaluated in descending order based on the figure of merit until an activity was scheduled or the candidate list is exhausted. In this example, we will assume that at least one activity is scheduled.

After the previous activity is completed, the system adjusts the idle time distribution based on the actual time that...

20/5,K/11 (Item 7 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00781827 \*\*Image available\*\*

SYSTEM AND METHOD FOR THE ESTABLISHMENT AND UTILIZATION OF NETWORKED IDLE COMPUTATIONAL PROCESSING POWER  
PROCEDE ET SYSTEME D'ETABLISSEMENT ET D'UTILISATION DE LA PUISSANCE DE TRAITEMENT INFORMATIQUE RESEAUEE EN VEILLE

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Legal Representative:

ROBERTS Jon L (et al) (agent), Roberts Abokhair & Mardula, LLC, Suite 1000, 11800 Sunrise Valley Drive, Reston, VA 20191, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200114961 A2-A3 20010301 (WO 0114961)

Application: WO 2000US24336 20000828 (PCT/WO US0024336)

Priority Application: US 99150766 19990826; US 2000210334 20000612

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE  
ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT

LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM  
TR TT TZ UA UG UZ VN YU ZA ZW  
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE  
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG  
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW  
(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class (v7): G06F-009/50

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 16295

#### English Abstract

A distributed computing platform using the idle computational processing power of a plurality of provider computers is disclosed. At least one networked server collects tasks from client computers, schedules and distributes the tasks to networked provider computers, and collects and returns results to client computers. A client API forms tasks and collects results. A compute engine operates on the provider computers to communicate with the server and execute tasks using idle computational power.

#### French Abstract

L'invention concerne une plate-forme informatique distribuee utilisant la puissance de traitement informatique en veille de plusieurs <= ordinateurs fournisseurs >=. Au moins, un serveur reseau recueille les taches de plusieurs ordinateurs de clients, programme et distribue les taches aux <= ordinateurs fournisseurs >= reseautes, puis recueille et renvoie les resultats aux ordinateurs des clients. Une interface de programme d'application client compose les taches et recueille les resultats. Un moteur de calcul fonctionne sur les <= ordinateurs fournisseurs >=, afin de communiquer avec le serveur et executer les taches, en utilisant la puissance de traitement en veille.

#### Legal Status (Type, Date, Text)

Publication 20010301 A2 without international search report and to be republished upon receipt of that report.

Search Rpt 20010802 Late publication of international search report

Republication 20010802 A3 with international search report.

#### Patent and Priority Information (Country, Number, Date):

Patent: ... 20010301

Fulltext Availability:

Detailed Description

Publication Year: 2001

#### Detailed Description

... R)

provider computer is working over the whole interval from launch to conclusion of the task .

#### Provider Payments and Task Scheduling (Full Version)

I I As part of establishing a given provider computer as a viable...  
...computer, the system constructs a CPU signature and a bandwidth signature. These signatures show the probabilities of the provider computer's CPU and bandwidth being available for a fixed time interval over time. For example.

Beginning of Time Pr(CPU available...

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00733728      \*\*Image available\*\*

METHOD AND APPARATUS FOR PROVIDING AVAILABILITY OF AIRLINE SEATS  
PROCEDE ET APPAREIL FOURNISSANT DES RENSEIGNEMENTS SUR LA DISPONIBILITE DES  
PLACES D'AVION

Patent Applicant/Assignee:

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states except: US)

Patent Applicant/Inventor:

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Legal Representative:

MALONEY Denis G, Fish & Richardson P.C., 225 Franklin Street, Boston, MA  
02110-2804, US

Patent and Priority Information (Country, Number, Date):

Patent: WO 200046715 A1 20000810 (WO 0046715)

Application: WO 2000US2698 20000202 (PCT/WO US0002698)

Priority Application: US 99244905 19990204

Designated States:

(Protection type is "patent" unless otherwise stated - for applications  
prior to 2004)

AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM EE ES FI GB  
GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA  
MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA  
UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class (v7): G06F-017/60

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext word Count: 7902

English Abstract

A computer program product (item 65), method and system for producing  
seat availability information for a mode of travel such as airline travel  
produce a prediction of availability of a seat in accordance with an  
availability query (item 48). The prediction is used in place of making  
an actual query to an airline or other travel mode availability system  
(item 66).

French Abstract

L'invention concerne un programme (65), un procede et un systeme  
informatique destines a produire des informations portant sur la  
disponibilite des places relative a un mode de transport, notamment les  
vols des compagnies aeriennes. A cet effet, le programme, le procede et  
le systeme informatique selon l'invention permettent de faire une  
prediction quant a la disponibilite d'une place en fonction d'une demande  
(48) de disponibilite. Cette prediction remplace la demande concrete  
adreesee au systeme (66) de disponibilite d'une compagnie aerienne ou  
d'un autre organisme de transport.

Legal Status (Type, Date, Text)

Publication 20000810 A1 with international search report.

Patent and Priority Information (Country, Number, Date):

Patent: ... 20000810

Fulltext Availability:  
Claims  
Publication Year: 2000

Claim

... simulating an airline's availability system.

26 The method of claim 1 wherein providing a prediction of availability comprises:  
accessing a database that has probability estimates stored as a function of booking codes.

27 A system for producing an availability answer in response to a query for airline seat availability information, comprises:  
a predictor that is responsive to the query and produces an answer that corresponds to a prediction...

...30c, CLU

30

30b

30a

38@

32 COMPUTER 11RICR

soill":

USER INPUT QUERY 48

20a

SCHEDULER PROCESS 16  
FARING PROCESS

38 PRICING

SOLUTION

AVAILABILITY

PREDICTOR

Ob 58

65

CLIENT SYSTEM 66

AIRLINE

BOOKING SYSTEM AVAILABILITY...

? t20/69,k/15-16

>>>Format 69 is not valid in file 348

20/69,K/15 (Item 1 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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0013204879 - Drawing available

WPI ACC NO: 2003-289140/200328

XRPX ACC NO: N2003-229964

Work management method for call center, involves determining probabilities of availability of resources in future, and scheduling new tasks for available resources, accordingly

Patent Assignee: MULLEN D C (MULL-I)

Inventor: MULLEN D C

Patent Family (1 patents, 1 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	
US 20030018762	A1	20030123	US 2001872188	A	20010601	200328	B

Priority Applications (no., kind, date): US 2001872188 A 20010601

Patent Details

Number	Kind	Lan	Pg	Dwg	Filing Notes
US 20030018762	A1	EN	11	3	

**Alerting Abstract US A1**

NOVELTY - The probabilities of availability of resources in future, are determined and summed. The summed value is used to schedule new tasks for the available resources.

DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

1. work management apparatus; and
2. computer readable medium storing work management program.

USE - In call center for managing tasks such as call management and auto call distribution.

ADVANTAGE - By determining the probabilities of availability of resources in future, an effective measure of an individual resource contribution to the supply of available resource is provided, and the realization of high service levels and high utilization of resources are enabled simultaneously.

DESCRIPTION OF DRAWINGS - The figure shows a block diagram of call center using the work management method.

Title Terms/Index Terms/Additional words: WORK; MANAGEMENT; METHOD; CALL; DETERMINE; PROBABILITY; AVAILABLE; RESOURCE; FUTURE; SCHEDULE; NEW; TASK; ACCORD

**Class Codes**

International Classification (Main): G06F-015/173

File Segment: EPI;

DWPI Class: T01; W01

Manual Codes (EPI/S-X): T01-J05A2B; T01-J05A2C; T01-J08C; T01-S03;

W01-C02A1A; W01-C02G3

200328

Work management method for call center, involves determining probabilities of availability of resources in future, and scheduling new tasks for available resources, accordingly

...NOVELTY - The probabilities of availability of resources in future, are determined and summed. The summed value is used to schedule new tasks for the available resources.

**Original Publication Data by Authority**

**Claims:**

What is claimed is: b 1 /b . A work-management method comprising: determining a probability of availability at a future point in time of each of a plurality of resources; combining the probabilities to obtain a number; and using the number to schedule new tasks for the resources for the future point in time.

20/69,K/16 (Item 2 from file: 350)

DIALOG(R) File 350: Derwent WPIX

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0008366129 - Drawing available

WPI ACC NO: 1997-480523/ 199744

XRPX ACC No: N1997-400743

Optimising scheduling especially for telephone contact attempts - receiving account data information for all accounts to be processed during processing period and producing action result probability for each contact attempt and priority value for each account

Patent Assignee: AUSTIN LOGISTICS INC (AUST-N)

Inventor: DUNCAN D N; SVORONOS A

Patent Family (5 patents, 23 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	
WO 1997035415	A1	19970925	WO 1997US4023	A	19970314	199744	B
AU 199720790	A	19971010	AU 199720790	A	19970314	199806	E
US 5802161	A	19980901	US 1996620601	A	19960322	199842	E
EP 951773	A1	19991027	EP 1997909039	A	19970314	199950	E
			WO 1997US4023	A	19970314		
CA 2249558	C	20020226	CA 2249558	A	19970314	200224	E
			WO 1997US4023	A	19970314		

Priority Applications (no., kind, date): US 1996620601 A 19960322

#### Patent Details

Number	Kind	Lan	Pg	Dwg	Filing Notes
WO 1997035415	A1	EN	32	6	
National Designated States,Original: AU BR CA JP MX					
Regional Designated States,Original: AT BE CH DE DK ES FI FR GB GR IE IT					
LU MC NL PT SE					
AU 199720790	A	EN			Based on OPI patent WO 1997035415
EP 951773	A1	EN			PCT Application WO 1997US4023
Based on OPI patent WO 1997035415					
Regional Designated States,Original: DE ES FR GB IE					
CA 2249558	C	EN			PCT Application WO 1997US4023
Based on OPI patent WO 1997035415					

#### Alerting Abstract WO A1

The method of optimising the scheduling of telephone contact attempts through an automated dialing system involves receiving an account data file containing account information for each account to be processed during a processing period. The processing period is divided into a number of contact attempt periods. An action result probability is produced for each of the accounts for each contact period. A priority value is produced for each account. A quantity of contact resources available over the processing period is determined.

Resource costs for each contact attempt is then determined. A contact attempt value is produced for each account, for each contact period, each contact attempt value including a numerical value representing a relative desirability of attempting to contact that account during that contact period considering all the factors. Contact attempts are made for the accounts in order of descending contact attempt value. Contact attempt history data is collected for each account.

USE/ADVANTAGE - Data collection or marketing contacts. Takes contact probability, available resources and cost of contact into account when scheduling calls.

Title Terms/Index Terms/Additional words: OPTIMUM; SCHEDULE; TELEPHONE; CONTACT; ATTEMPT; RECEIVE; ACCOUNT; DATA; INFORMATION; PROCESS; PERIOD; PRODUCE; ACTION; RESULT; PROBABILITY; PRIORITY; VALUE

#### Class Codes

International Classification (Main): H04M-003/00, H04M-003/42  
(Additional/Secondary): H04M-003/36, H04Q-003/64

File Segment: EPI;

DWPI Class: W01

Manual Codes (EPI/S-X): W01-C02A7; W01-C02G3B; W01-C06

199744

#### Original Publication Data by Authority

#### Original Abstracts:

...A method of optimizing the scheduling of tasks may be used to schedule telephone contact attempts through an automated dialing system

(20). The method includes receiving an account...

...The method also includes producing for each of the plurality of accounts an action result **probability** for each contact attempt period. The method also includes producing or determining a priority value for each of the accounts, **determining** a quantity of contact resources **available** over the processing period, and **determining** resource costs for each contact attempt. These quantities or values, along with the action result **probability**, represent parameters over which the scheduling may be optimized. Once the parameters are determined the...  
?

26/5,K/3 (Item 2 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00991461 \*\*Image available\*\*

PLANNING, SCHEDULING AND ALLOCATION OF MRO RESOURCES  
PLANIFICATION, ORDONNANCEMENT ET ATTRIBUTION DE RESSOURCES MRE

Patent Applicant/Assignee:

ACCENTURE GLOBAL SERVICES GMBH, Geschäftshaus Herrenacker 15, CH-8200  
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Patent and Priority Information (Country, Number, Date):

Patent: WO 200321504 A2 20030313 (WO 0321504)

Application: WO 2002EP9884 20020902 (PCT/WO EP0209884)

Priority Application: US 2001946032 20010904

Designated States:

(Protection type is "patent" unless otherwise stated - for applications  
prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ  
EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR  
LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI  
SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class (v7): G06F-017/60

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext Word Count: 7202

English Abstract

French Abstract

Legal Status (Type, Date, Text)

Publication 20030313 A1 with international search report.

Publication 20030313 A1 Before the expiration of the time limit for  
amending the claims and to be republished in the  
event of the receipt of amendments.

Correction 20030417 Corrections of entry in Section 1: replace "A1" by  
"A2" and under "Published", replace "with  
international search report" by "with declaration  
under Article 17(2)(a)"; published figure deleted

Republication 20030417 A2 with declaration under Article 17(2)(a); without  
abstract; title not checked by the International  
Searching Authority.

Fulltext Availability:

Detailed Description



# Detailed Description

... cause the optimizer to reiterate back to the resource planning tools to re-execute the schedules. The optimization tools utilized may include well-known and commercially available - 13 optimizers based on finite-capacity analysis, open-ended capacity projections, "what if" models for various solution sets, probability-based projections for both historical and engineered data, simulations, and optimized activity-based cost models...

26/5,K/5 (Item 4 from file: 349)  
DIALOG(R)File 349:PCT FULLTEXT  
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00911817 \*\*Image available\*\*

## FLEXIBLE INTER-NETWORK COMMUNICATION SCHEDULING PLANIFICATION DE COMMUNICATION FLEXIBLE INTER-RESEAUX

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Legal Representative:

HOFMAN-BANG ZACCO A S (agent), Hans Bekkevolds Alle 7, DK-2900 Hellerup, DK,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200245360 A2-A3 20020606 (WO 0245360)

Application: WO 2001SE2651 20011129 (PCT/WO SE0102651)

Priority Application: US 2000250149 20001201; US 2001994803 20011128

Designated States:

(Protection type is "patent" unless otherwise stated - for applications prior to 2004)

AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ  
EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS  
LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ  
TM TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Main International Patent Class (v7): H04L-012/56

Publication Language: English

Filing Language: English

Fulltext Availability:

Detailed Description

Claims

Fulltext word Count: 15121

## English Abstract

Systems and methods are provided for managing communications between two or more ad-hoc networks in a communication system. The systems and methods may have flexible communication time sharing of one or more nodes taking part in two or more ad-hoc networks. For example, the communication scheduling function for a node shared by two or more ad-hoc networks is provided with a generic functional architecture such that it may be located in a number of different locations. In one embodiment, a Bluetooth communication system includes an inter-piconet scheduling function having a JUMP mode introduced to distinctly identify a node to its neighbors as being shared with multiple ad-hoc networks. The jump mode may have one or more methods for managing the inter-network

communications that may include: (1) predetermined fixed starting point and length communication windows, (2) time points with flexible starting points and communication window length, and/or (3) random starting time and length communication windows.

#### French Abstract

L'invention concerne des systemes et des procedes permettant de gerer des communications entre au moins deux reseaux ad-hoc d'un systeme de communication. Les systemes et procedes peuvent avoir un partage de temps de communication flexible d'au moins un noeud participant dans au moins deux reseaux ad-hoc. Par exemple, la fonction planification de communication d'un noeud partage par au moins deux reseaux ad-hoc est pourvue d'une architecture fonctionnelle generique de maniere a etre situee dans un certain nombre de localisations differentes. Dans un mode de realisation, un systeme de communication Bluetooth comporte une fonction de planification inter-piconet ayant un mode SAUT introduit pour identifier un noeud, a l'attention de ses voisins, comme etant partage avec plusieurs reseaux ad-hoc. Le mode saut peut avoir au moins un procede permettant de gerer les communications inter-reseaux qui peuvent inclure: (1) des fenetres de communication point de depart et longueur fixes predeterminees, (2) des points temps avec des points de depart et des longueurs de fenetre de communication flexibles, et/ou (3) des fenetres de communication point de depart et longueur aleatoires.

#### Legal Status (Type, Date, Text)

Publication 20020606 A2 without international search report and to be republished upon receipt of that report.  
Examination 20021227 Request for preliminary examination prior to end of 19th month from priority date  
Search Rpt 20030327 Late publication of international search report  
Republication 20030327 A3 with international search report.

#### Fulltext Availability: Detailed Description

#### Detailed Description

... invention as defined by the claims. For example, another approach to providing flexible inter-piconet scheduling for IPSF and/or the TUMP mode may be to adjust the communication session and/or meeting window length based on probabilities derived from a history of traffic patterns so as to allocate communication time and frequency based on need. In this case...

26/5,K/13 (Item 2 from file: 350)  
DIALOG(R)File 350:Derwent WPIX  
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0010395517 - Drawing available

WPI ACC NO: 2000-467801/

XRPX ACC NO: N2000-349233

Time slot based call pacing method for predictive dialers in telephone call center operations, creating call time distribution array, inverse cumulative call time distribution array, and predictive reference vector

Patent Assignee: IBM CANADA LTD (IBMC); INT BUSINESS MACHINES CORP (IBMC)

Inventor: ZHAO A Z

Patent Family (5 patents, 3 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	
GB 2344964	A	20000621	GB 199927524	A	19991123	200041	B
CA 2256119	A1	20000616	CA 2256119	A	19981216	200044	E
CA 2256119	C	20020212	CA 2256119	A	19981216	200221	E
US 6466664	B1	20021015	US 1999455559	A	19991206	200271	E
GB 2344964	B	20040121				200413	E

Priority Applications (no., kind, date): CA 2256119 A 19981216

#### Patent Details

Number	Kind	Lan	Pg	Dwg	Filing Notes
GB 2344964	A	EN	30	9	
CA 2256119	A1	EN			
CA 2256119	C	EN			

#### Alerting Abstract GB A

NOVELTY - The method involves using a pacing algorithm which is based on mathematical probability models.

DESCRIPTION - The method involves creating a call time distribution array of calls comprising the number of telephone call connections terminated during each of several equal time segments. An inverse cumulative call time distribution array is created comprising the connections to be terminated for each of several equal time segments. A predictive reference vector is created by dividing each entry of the call time distribution array with the corresponding entry for the inverse array. The value of the predictive reference vector of a current total active call state is determined. The most likely number of active telephone call connections, to terminate within the defined time period for each time segment, is calculated. This is done using the predictive reference vector and the value of the predictive reference vector of the current total active call state. INDEPENDENT CLAIMS are included for an apparatus for implementing the call pacing method.

USE - For predictive dialers in telephone call centers.

ADVANTAGE - The algorithm takes into account the multiple dimensional aspect of the probabilistic model. Eliminates or minimizes annoying calls from both customers and the attendants point of view, when calls are made, and it is subsequently found the no one is at the other end of the connection.

DESCRIPTION OF DRAWINGS - The figure shows a flow diagram illustrating the steps in the overall pacing algorithm.

- 202 Create call time distribution
- 203 Create cumulative call time distribution
- 204 Create inverse cumulative call time distribution
- 205 Create predictive reference vector
- 207 Predict number of calls to terminate in time period

Title Terms/Index Terms/Additional Words: TIME; SLOT; BASED; CALL; PACE; METHOD; PREDICT; TELEPHONE; OPERATE; DISTRIBUTE; ARRAY; INVERSE; CUMULATIVE; REFERENCE; VECTOR

#### Class Codes

International Classification (Main): H04M-003/00, H04M-003/36, H04M-003/51  
US Classification, Issued: 379266080, 379265100

File Segment: EPI;

DWPI Class: T01; W01

Manual Codes (EPI/S-X): T01-J08C; W01-C02B4; W01-C02G3...

#### Original Publication Data by Authority

#### Original Abstracts:

...predictive engines to estimate how many currently busy agents may become available within a given timeframe . Most existing predictive engines predict the agent availability in terms of yes/no decisions on an agent by agent basis. The inventive pacing algorithm is based upon mathematical probability models and provides more accuracy in the dialing of outgoing telephone calls from a call...